

03/27/01



HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

03-29-01

PATENT APPLICATION

ATTORNEY DOCKET NO. 10004186-1

A

IN THE U.S. PATENT AND TRADEMARK OFFICE  
Patent Application Transmittal Letter

COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): ☒ Utility ( ) Design

☒ original patent application,  
( ) continuation-in-part application

1c714 U.S. PTO  
09/819427  
03/27/01

INVENTOR(S): Michael A. Mansfield et al

TITLE: System And Method For Providing Personalized Customer Support

Enclosed are:

- ☒ The Declaration and Power of Attorney. ( ☒ ) signed ( ) unsigned or partially signed
- ☒ 17 sheets of drawings (one set) ( ) Associate Power of Attorney
- ( ) Form PTO-1449 ( ) Information Disclosure Statement and Form PTO-1449
- ( ) Priority document(s) ( ) (Other) (fee \$ )

CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
TOTAL CLAIMS	35 — 20	15	X \$18	\$ 270
INDEPENDENT CLAIMS	5 — 3	2	X \$80	\$ 160
ANY MULTIPLE DEPENDENT CLAIMS	0		\$270	\$ 0
BASIC FEE: Design (\$320.00 ); Utility (\$710.00 )				\$ 710
TOTAL FILING FEE				\$ 1,140
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 1,140

Charge \$ 1,140 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL737390970US  
Date of Deposit 3/27/01

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By Dianna Baker  
Typed Name: Dianna Baker

Respectfully submitted,

Michael A. Mansfield et al

By William H. MacAllister

William H. MacAllister

Attorney/Agent for Applicant(s)  
Reg. No. 17,395

Date: 3/27/01

Telephone No.: (208) 396-5672